

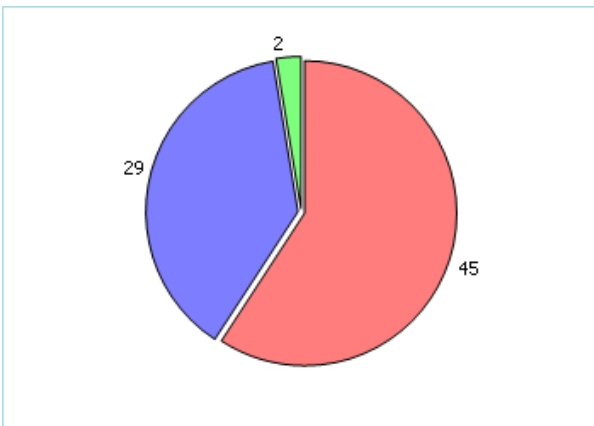
Fairlands and Normandy Surgeries Patient Survey Results, Minutes of Patient Group Meeting and Action Plan

Background

The Fairlands Patient Group comprises 76 'virtual' members who have agreed to assist us , via email, with feedback on the services we provide. In addition we have a Practice Patient Representative (Mr Frank Clement-Lorford) who represents the Fairlands Practice in the wider health community at public patient forums and at meetings held by the Guildford and Waverley Clinical Commissioning Group.

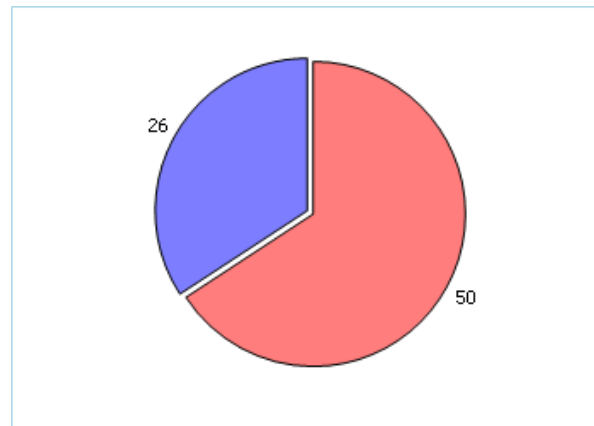
The Fairlands Patient Group comprises 76 'virtual' members and the characteristics of this group are as follows:-

Attendance %



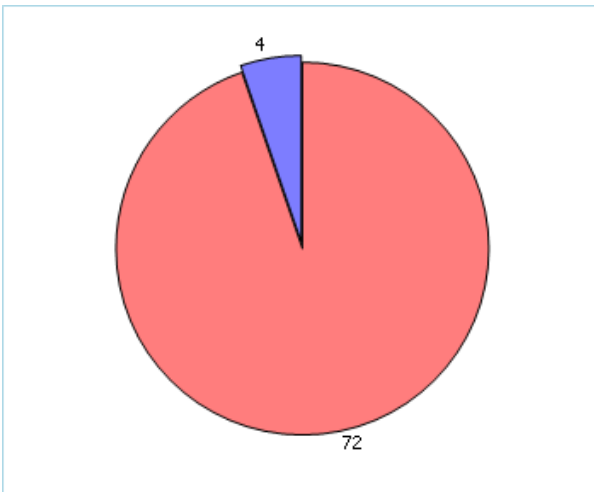
Often (45) Occasional (29)
Very Rare (2)

Gender %



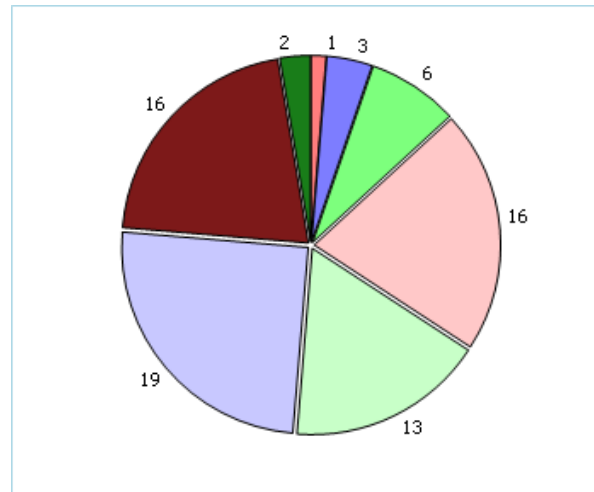
Female (50) Male (26)

Ethnicity %



White British (72)
Other (4)

Age %



17 - 24 (1) 25 - 34 (3)
35 - 44 (6) 45 - 54 (16)
55 - 64 (13) 65 - 74 (19)
75 - 84 (16) Over 84 (2)

In December 2013 and January 2014 Deborah Slade, Fairlands Practice Manager, wrote to this virtual group to request feedback on the areas that they wished to see covered by this year’s survey.

Deborah received 14 valuable responses and then met with Frank Clement- Lorford to agree the questions of the survey based on that feedback. Christine Endacott-Palmer kindly agreed to ‘test drive’ the survey and provided valuable feedback which was also incorporated in to the final survey format.

The survey was made available and promoted via our website and at both surgery locations by our reception team in hard copy throughout February 2014. The receptionists were encouraged to actively promote the survey to our younger patients (under 25) however once again it has proven very difficult to engage this patient group.

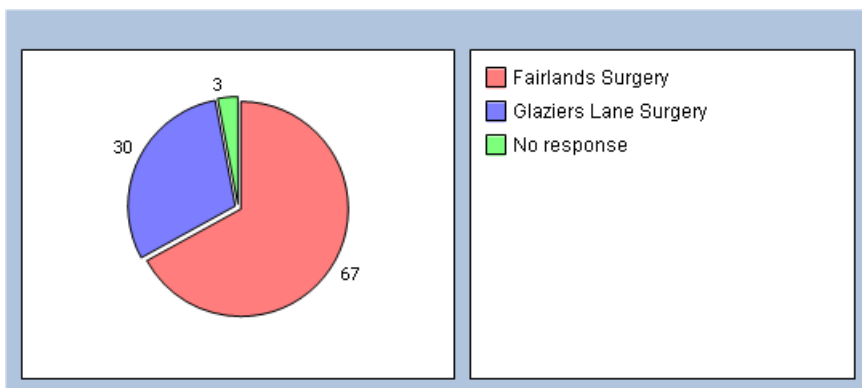
As a result this year we plan to follow up the main survey by asking our GPs to target patients under 25 individually and encourage them to speak with our Practice Manager and /or join our virtual group to provide some feedback on the services we offer and the relevance of these services to our teenage and young adult group.

Survey Results – 227 Responses

***Please note some questions (Q4, Q6, Q12, Q14 & Q15) were in two parts and so the correct percentages for those responding to the second part of each question have been extrapolated from the raw survey responses.**

Q1. Which surgery do you normally visit?

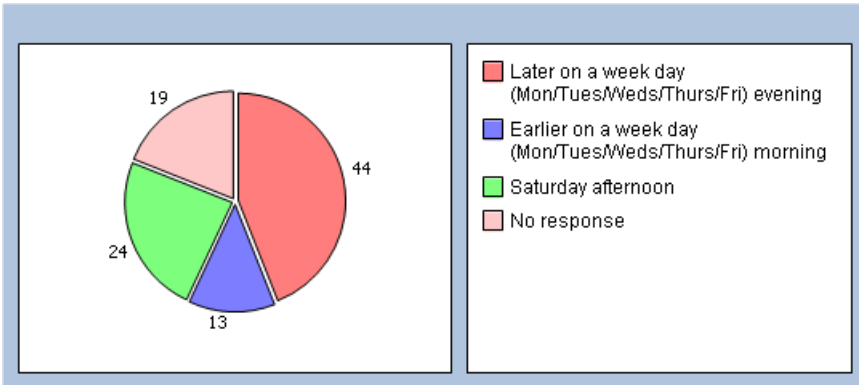
Fairlands Surgery	67%
Glaziers Lane Surgery	30%
No response	3%



About our opening hours, access and appointments

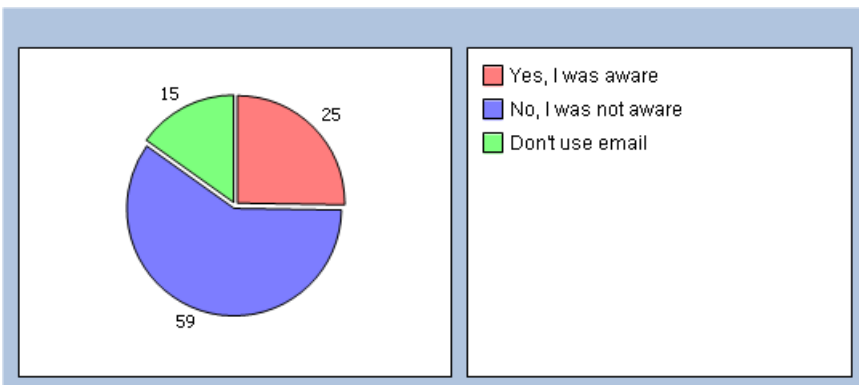
Q2. At Fairlands we currently provide GP and nursing appointments between 8.30am and 6.30pm Monday to Friday and on Saturday mornings. If it were possible to extend our opening hours further, when would you prefer these to be?

Later on a week day (Mon/Tues/Weds/Thurs/Fri) evening	44%
Earlier on a week day (Mon/Tues/Weds/Thurs/Fri) morning	13%
Saturday afternoon	24%
No response	19%



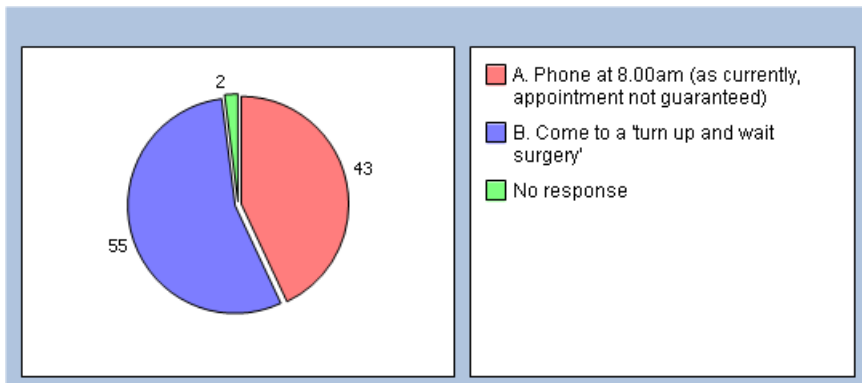
Q3. Were you aware that you can send an email to our reception team via the 'Contact Details' tab on our website?

Yes, I was aware	25%
No, I was not aware	59%
Don't use email	15%



Q4. If you wanted to see a GP about a non-urgent matter on the same day would you prefer to:

A. Phone at 8.00am (as currently, appointment not guaranteed)	43%
B. Come to a 'turn up and wait surgery'	55%
No response	2%



If your answer was A, please go to Q5

Q4a. If your answer was B, when would you prefer the 'turn up and wait' surgery to be offered?

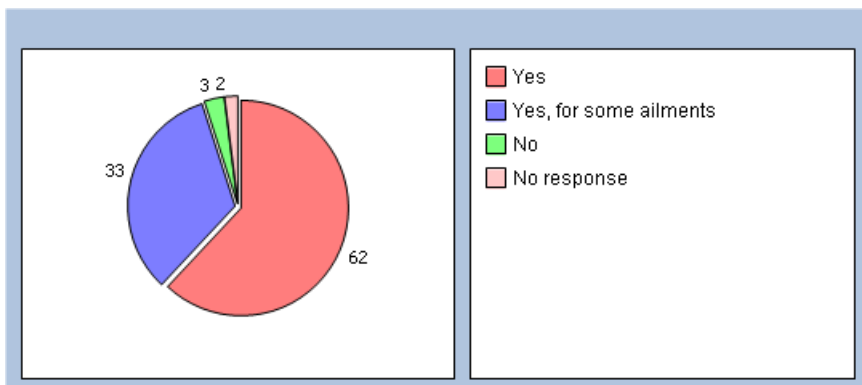
During normal surgery hours	28%
At the end of morning surgery	51%
At the end of afternoon surgery	21%

Q4b. How long would you be prepared to wait to be see in a 'turn up and wait' surgery?

Up to 30 minutes	28%
Up to 1 hour	64%
Up to 2 hours	8%
Up to 3 hours	0%

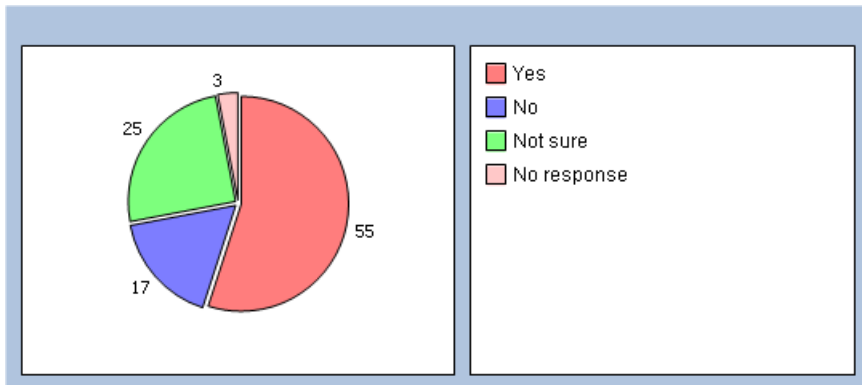
Q5. If you had a minor illness such as a sore throat, cough, rash or sprain would you be happy to see a highly trained nurse instead of a GP?

Yes	62%
Yes, for some ailments	33%
No	3%
No response	2%



Q6. Would you like the practice to introduce a triage system? This is where a GP or nurse speaks to you by phone to prioritise your need for an appointment.

Yes	55%
No	17%
Not sure	25%
No response	3%

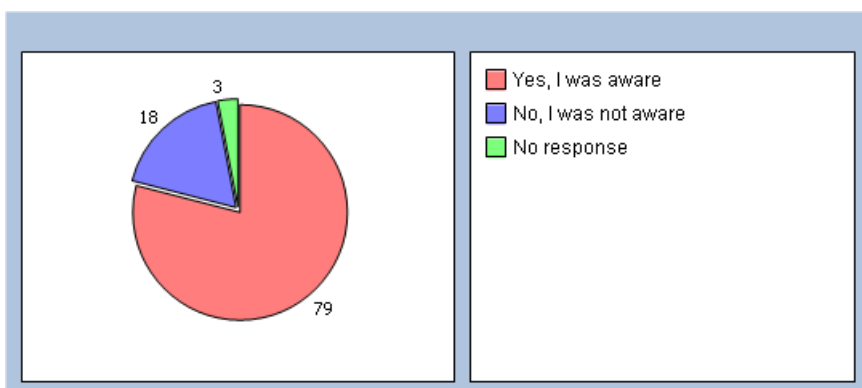


Q6a. If yes, how long do you think is reasonable to wait for the GP or nurse to phone you?

Up to 30 minutes	22%
Up to 1 hour	53%
Up to 2 hours	19%
Up to 3 hours	5%

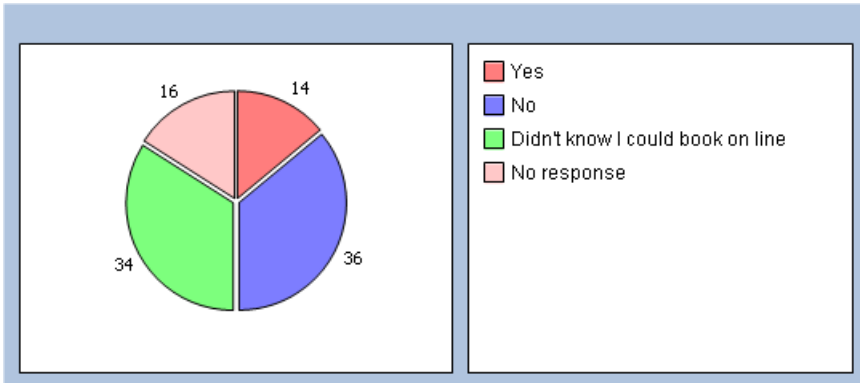
Q7. Were you aware that all appointments at Fairlands and Glaziers Lane surgeries are available to all patients irrespective of which surgery they registered at or normally visit?

Yes, I was aware	79%
No, I was not aware	18%
No response	3%



Q8. Do you feel there are enough appointments available on line?

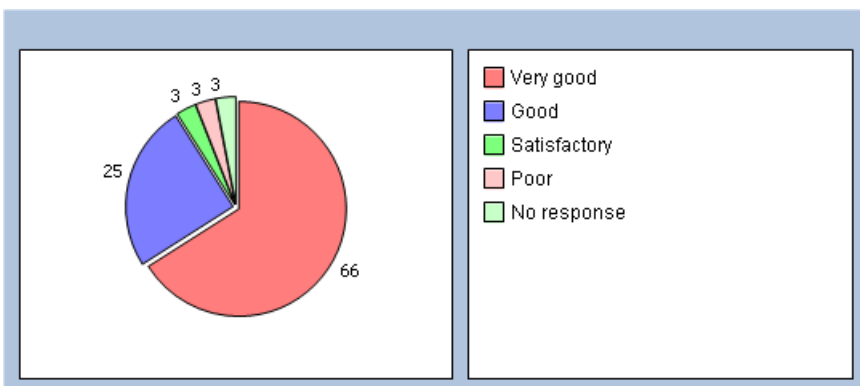
Yes	14%
No	36%
Didn't know I could book on line	34%
No response	16%



Clinical Care

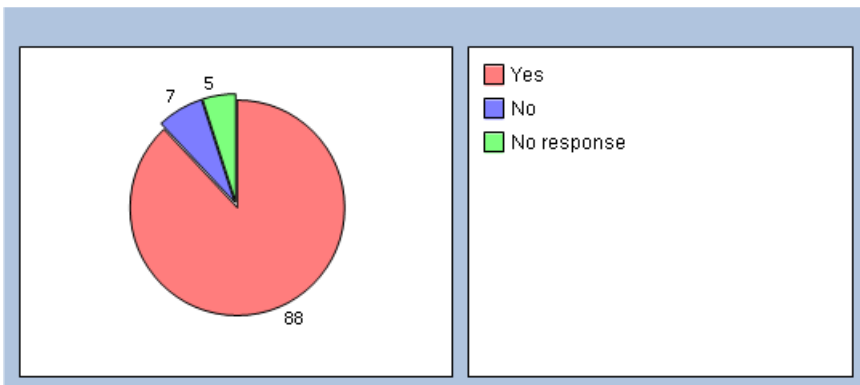
Q9. Thinking about your most recent visit to a GP at the practice, how do you rate your overall experience?

Very good	66%
Good	25%
Satisfactory	3%
Poor	3%
Very poor	0%
No response	3%



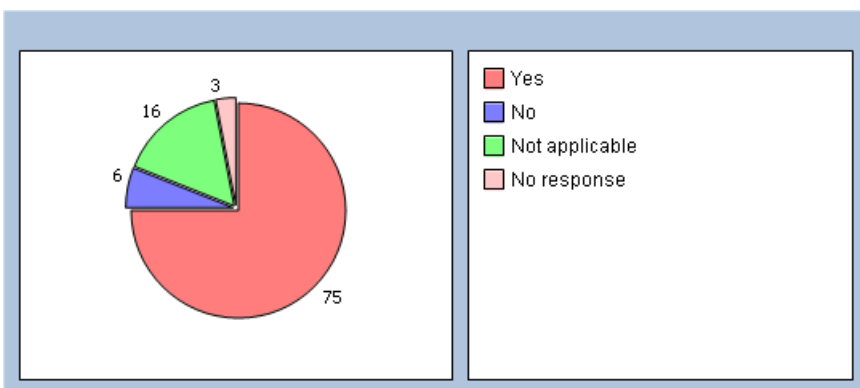
Q10. Did you feel your condition and treatment options were fully explained and that you had time to ask any questions you had?

Yes	88%
No	7%
No response	5%



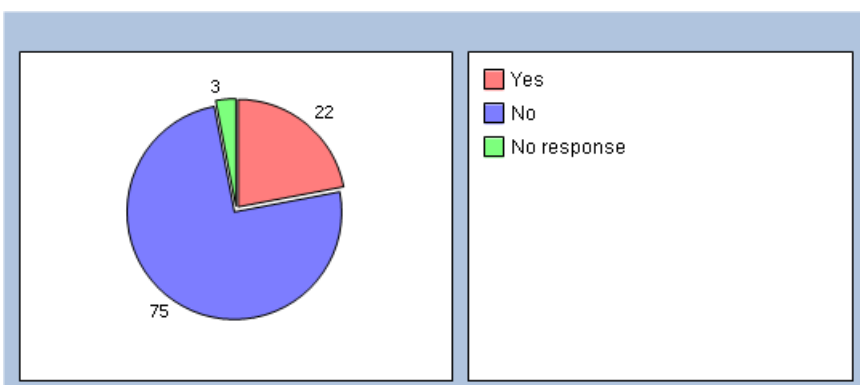
Q11. Did you understand the medication that was prescribed (for example how the medication would help, what side effects there may be and how the medication should be taken?)

Yes	75%
No	6%
Not applicable	16%
No response	3%



Q12. Have you ever visited the practice to see a GP with regard to a mental health problem?

Yes	22%
No	75%
No response	3%



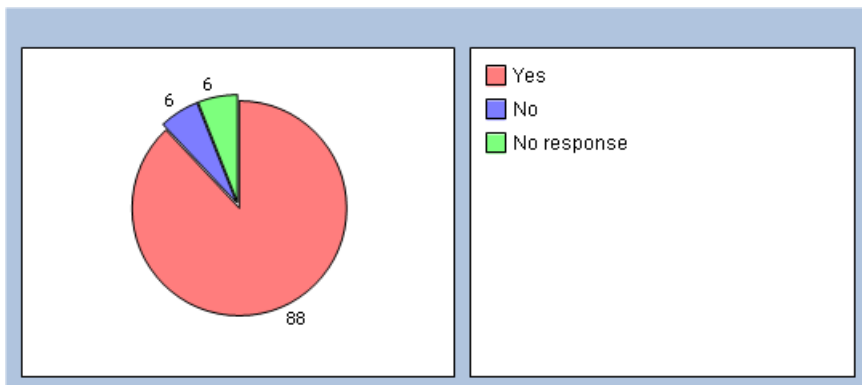
If no, please go to Q13

Q12a. If yes, how did you rate the care and treatment plan provided?

Very good	51%
Good	25%
Satisfactory	14%
Poor	10%
Very poor	0%

Q13. Would you be likely to recommend the Fairlands Practice to your friends or family?

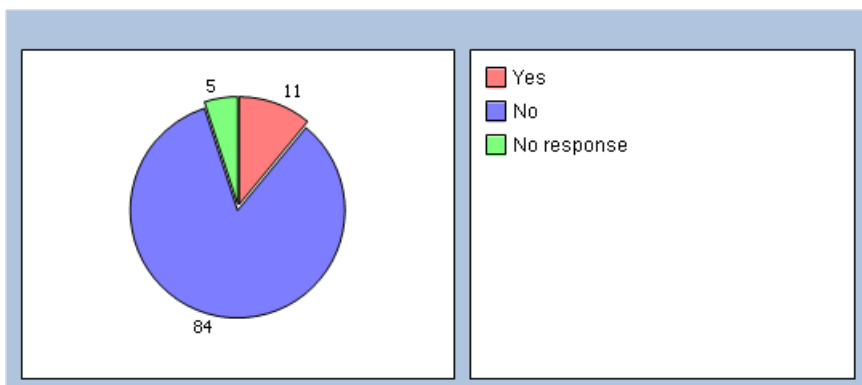
Yes	88%
No	6%
No response	6%



Other Health Services

Q14. Do you have diabetes?

Yes	11%
No	84%
No response	5%



If no, go to Q15

Q14a. If yes, and Fairlands offered educational talks by a specialist GP, would you be interested in attending?

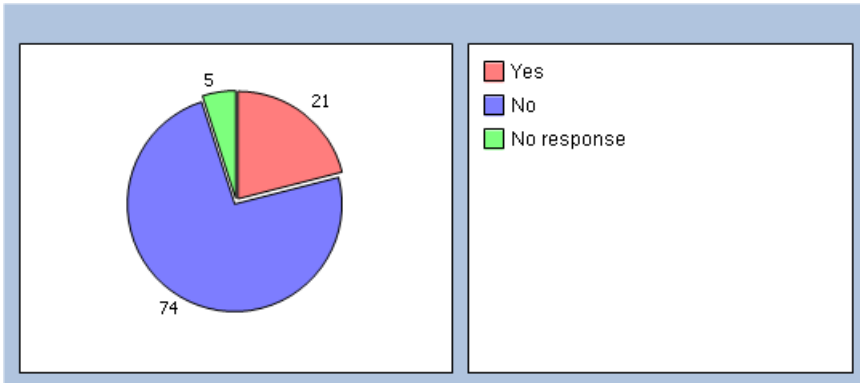
Yes 80%

Q15. In the last 12 months have you used the 111 out-of- hours service?

Yes 21%

No 74%

No response 5%



If no, go to Q16

Q15a. If yes, how do you rate your experience?

Very good 35%

Good 22%

Satisfactory 35%

Poor 4%

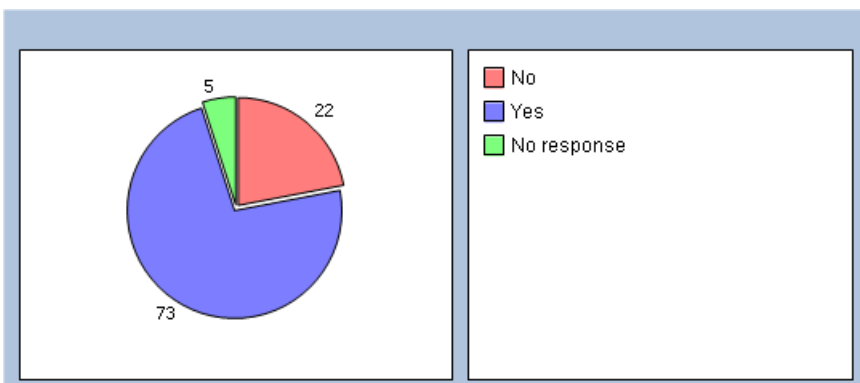
Very poor 4%

Q16. Are you happy to be contacted by the Practice Manager so that she can discuss and better understand your responses to this survey?

No 22%

Yes 73%

No response 5%



If yes please enter your name and telephone number or email.

Please add any other comments you would like to make about the Practice. If you are clarifying a response to a question above please enter the question number.

Comments Received

Normal Surgery - Fairlands

The waiting time for phoning for an appointment is a very frustrating process. I start ringing at 8 and the phone line is constantly engaged. I do not have call back service on my phone. It is usually about 8.30 when I get through and the appointments are normally gone. A suggestion could be - to have a leave message facility or to let the patient know how many are in the queue before you. Or be informed about the waiting time for reception to answer.

A great surgery

Having recently had surgery on my knee I have attended for dressings every day. I must compliment all the nurses for their kindness and quietly professional service. Many thanks to everyone at the practice for all the help received.

all fine by me

Always seem to be given "general advice" not enough tests compared to other surgeries. Long waiting time even with an appointment.

As a family we have always found all personnel in the practice to be helpful, caring, empathic and highly skilled.

Excellent care in all areas.

Q4a Early 8am / 7.30am Q8 Too long a wait

Currently more than happy with the practice!

I find Vida and Ruth very good Q8 Patients like me do not have the confidence.

Does now take longer to get through on the phone.

It would be good for patients to have a copy of their medication with them at all times in case of emergency

Q2 I am retired so happy to fit in wherever possible.

Q5 I can never be certain that I have something minor Q9 Excellent knowledge of GP Q10 Yes but I know my preferences as regards to the care I want etc.

Excellent service provided. Important to have a patient GP partnership, for example when a patient knows where they would like to be treated (e.g. London hospital) this legal right is respected. Q2 any of the times are fine. Q4a any of the times are fine. Q5 I have co-morbidities a nurse is not a GP, so it might not be correct in my diagnosis.

Has been our surgery for 43 years, always had excellent care.

Have only had one disappointment with treatment.

I am, as always, very happy with the service provided by Fairlands Health Centre and Normandy when I have attended there.

I BELIEVE IT WOULD BE VERY INTERESTING TO HAVE EDUCATIONAL TALKS FROM DOCTORS ON OTHER TOPICS BESIDES DIABETES.

I find that whenever I ring at 8am (I usually start ringing at 7.58) it takes about 10 minutes to get through and all the appointments for that morning are gone and am told to ring again at 2pm. If there are appointments after 2pm why on earth can't they make them when I finally get through in the morning?

I find the 8am calls to be very frustrating. Last time I called from 8am to 8:30 and could never get through. When I finally did, there were no appointments available. Could you invest in a call queuing system so at least people can choose to hold if they wish?

I have attended both Fairlands and Normandy Surgeries over the years, and am more than satisfied with both the services and treatment I have received.

I have been very happy to see any of the Doctors should Dr Norris been unavailable. I have had exemplary 'service from the Fairlands staff and understand that it is always possible the Doctor might be running late but fully understand that they always give all the time necessary for them to deal with other Patients.

I have found Fairlands Practice to be first class, all doctors, nurses and reception staff are always so helpful. I would certainly recommend this Practice to anyone.

I have not been to the practice for a little while as getting an appointment with a preferred Doctor is very difficult. I do understand the difficulties, but seeing someone you feel confident in helps ease stress and can reduce times as patient will find it easier to discuss conditions

I have recently had to return to the pharmacy because a prescription item had been omitted by the practice from the list submitted online. I therefore had to wait a further 4 days and then go and fetch it.

I LOVE the Fairlands Practice. Would I recommend it? I already have done. I do whenever we get new neighbours. My husband was frustrated at our last house move because I would only look at houses in the catchment area for your practice. As for this survey, I'd like it to be understood that I opted for a turn-up-and-wait surgery over an 8am phone call to request appointment only because with the 8am system, a caller might not get an appointment, and the survey seems to imply that at turn-up-and-wait you would definitely be seen. One thing I would like help with from the practice is in getting family members who won't take care of their health to take warning signs seriously, and to follow the GPs lifestyle recommendations. Is there anything you can do?

I mostly consult the surgery on behalf of elderly neighbours and have always found receptionists and doctors to be most helpful and caring.

I notice there are three options when you ring surgery now. 1 for reception and appointments, 2 for administration, 3 for tests. But to me it would appear that the test option (3) is the same as (1) because after waiting for some time on (3) I heard a message about appointments

I wouldn't really prefer a turn up and wait service but it is difficult to get through on the phone

In general, I have nothing but praise for both surgeries. Most staff (doctors, nurses and admin) are polite, considerate and very helpful.

Appointment system is terrible for people who work fulltime. Q10 I have a backlog of ailments, but I know I am not allowed more than 1 per session so some things get left.

Best doctors I have ever been to.

Q2 Satisfied with present appointment time

More seats with arms so easier to get into.

Q8 Not enough appointments online with senior doctors.

No problems very happy with the practice

Q15a waited over 2 hours for a Doctor to ring me. I am a new patient and pleased with the surgery.

Q10 I was very aware I only had a short time to explain or discuss.

Q15 out of hours GP does not have your notes so may not be able to prescribe a whole course of treatment. Had to see a Dr at Fairlands the next day to sort out Prednisolone dose.

Q2 And a Sunday.

Q2 I think these hours are long enough already.

Normal Surgery - Normandy

Q3 - I do use email but have never used it to book online appointments as I always phone. I think the practice is excellent.

Q4 Often cannot get through so would consider turning up.

Q6 Isn't that what 111 is for.

Q7 Have been told by a receptionist on 2 occasions (in 2013 when changes to appointments were made and they seemed very confused about the "rules") that this is not the case though. Suggestion - Normandy phone line is frequently engaged for very long periods - you're left with no option but to hold (paying for the call) or to keep calling back having paid to be told you have to wait. It's not just money but the time and frustration factors. Fairlands phone line has 3 choices when you get through (which can also take a while, but less time as I assume there is more than one person handling calls, though more patients trying to get through?) Could you consider combining the 2 phone lines into one number if appointments really can be given at both sites - or having one or two lines for appointments and another number entirely for test results and admin? I have been offered an appointment by Normandy receptionist only to be told "Oh it's gone, Fairlands staff have taken it already / while we've been talking". At the moment I don't think transfer between the 2 numbers is possible - but the computer systems are one, I think? So results could be given by anyone with access to the system, likewise the triage or talking to a doctor can be handled from anywhere. Different numbers/lines would also help with prioritising urgent (need an appointment today) versus "what are my test results" and maybe even "I would like an appointment in 2 weeks".

Q9 Was not able to see a GP on Sat morning without an appointment. It should be a drop in on a Saturday.

Question 2 I have not answered. I am retired and I am quite happy with the surgery hours. However if I was working I would probably like an earlier or later appointment than at present.

Superb, professional and caring team of doctors and nurses.

The GPs need to tell you what to do, not what do you want.

There are hardly any appointments for Glaziers lane on line

very good enormous change and implements over past 5-10 years.

Very satisfied with the practice over many years.

Waiting time to see preferred GP too long.

Would like to be able to book in advance not just same day

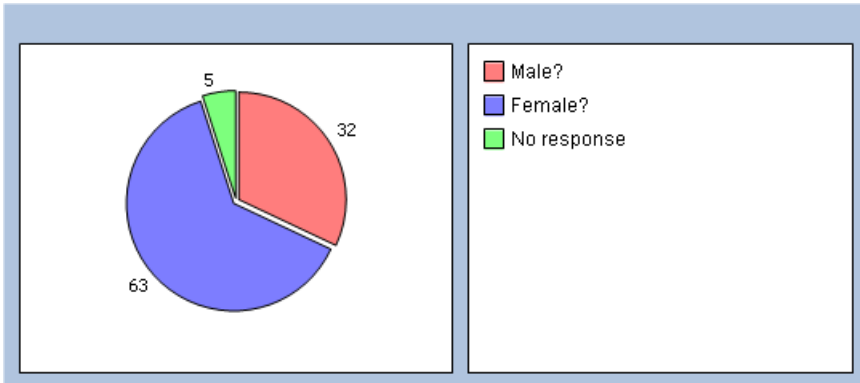
Would not recommend as appointments too inflexible receptionists too rude. <<

Your reception staff are very professional, good at listening and have a very welcome sense of humour. They are very helpful.

It may help us to understand your answers better if you could tell us a little about yourself.

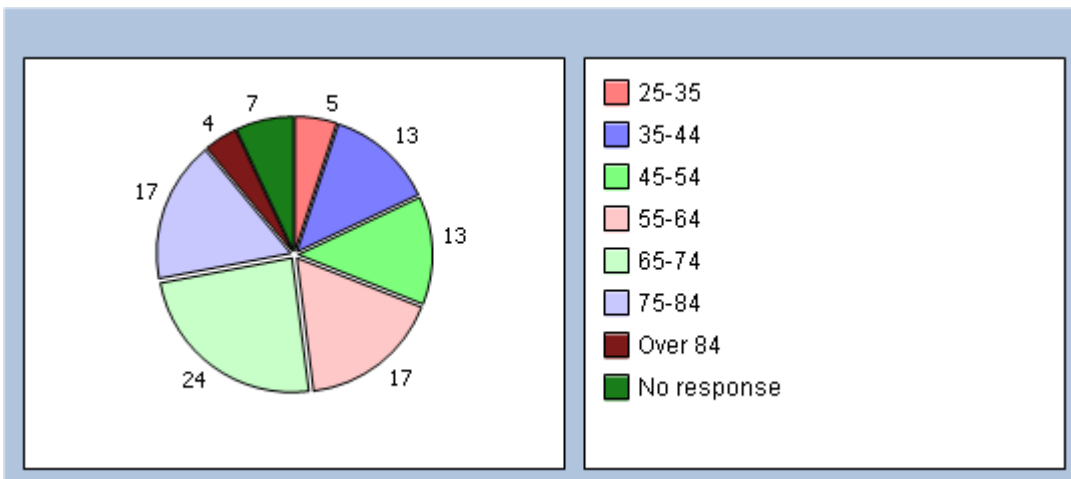
Q17. Are you?

Male?	32%
Female?	63%
No response	5%



Q18. How old are you?

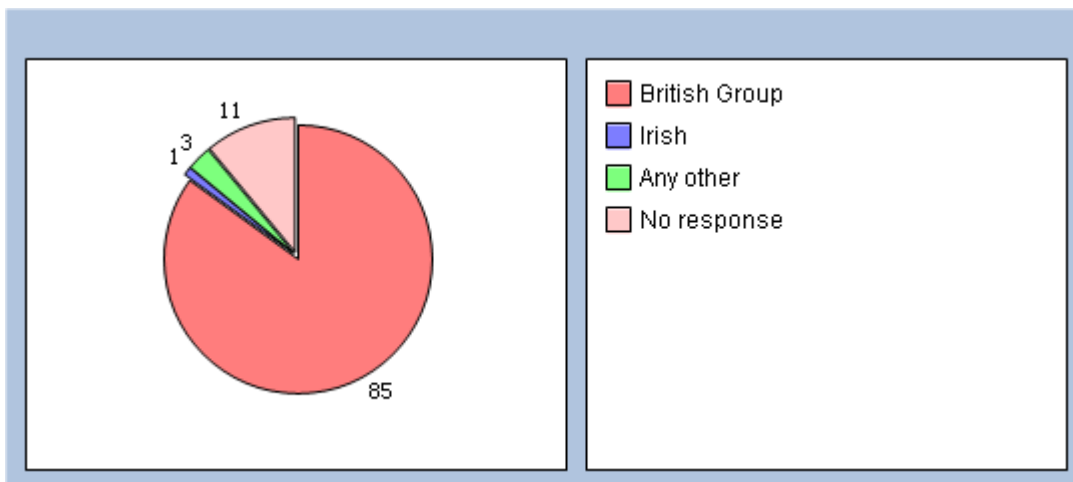
Under 16	0%
17-24	0%
25-35	5%
35-44	13%
45-54	13%
55-64	17%
65-74	24%
75-84	17%
Over 84	4%
No response	7%



Q19. Ethnic Background

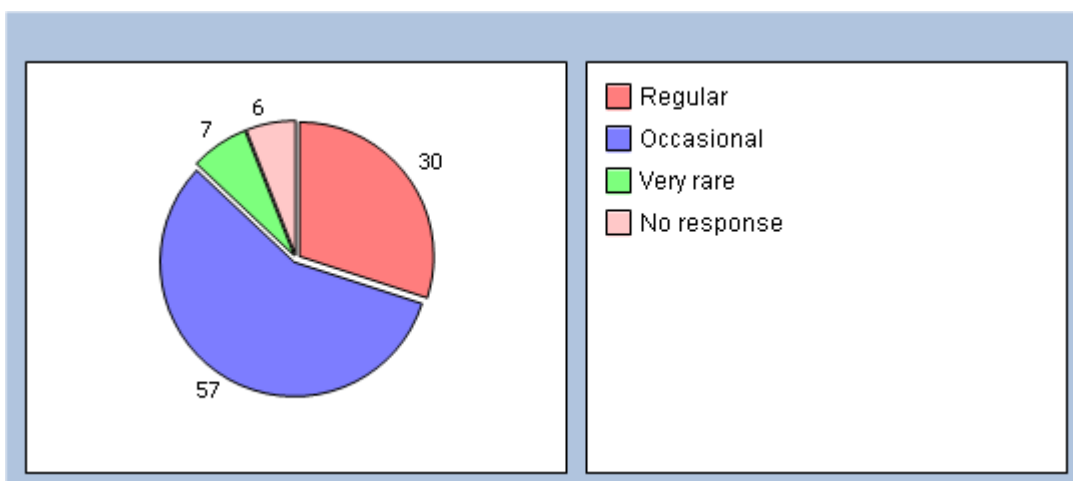
British Group	85%
Irish	1%
White and Black Caribbean	0%
White and Black African	0%

White and Asian	0%
Indian	0%
Pakistani	0%
Bangladeshi	0%
Caribbean	0%
African	0%
Chinese	0%
Any other	3%
No response	11%



Q20. Frequency of attendance at the surgery

Regular	30%
Occasional	57%
Very rare	7%
No response	6%



These survey results have been published immediately to the practice website. A meeting was held (18th March 2014) with GPs from the practice and 12 members of our patient group to agree an action plan to implement improvements to our service based on the results. The action plan has been published on our website and communicated to our patients and via our newsletter .

Minutes of Patient Group Meeting and Agreed Action Plan

Patient Group Meeting 18th March 2014 – 6.30 to 8.00 pm Summary Discussions and Agreed Actions

Patient Representatives: F Clement – Lorford
P Brady
P Taylor
D Finnigan
J Pollard
S Smith
C Endacott-Palmer
J Smith
D Beamish
K Smith

Practice Representatives: S Boltwood – Receptionist
Dr Norris – Senior Partner
Dr Lukaszewicz- Partner
Deborah Slade- Practice Manager

Deborah Slade opened the meeting by thanking everyone for coming and giving of their time to help the Practice and also for the feedback previously provided which had allowed the practice to prepare a survey reflecting the patients' preferences. Special thanks went to Frank Clement-Lorford for the assistance provided in pulling those views together to form the survey, and to Christine Endacott-Palmer for 'test driving' this before the survey began.

Everyone confirmed they had received and had an opportunity to review the survey results and all agreed these were very largely positive and this was pleasing.

The main theme of dissatisfaction within the survey comments related to the scramble for appointments at 8.00am and the consequent waiting times to get through by phone at this point in the day. Deborah Slade explained that this had also been the theme of ad hoc patient feedback and complaints over the last 6 months and had been fully discussed – even before the survey – by the Practice Partners. Deborah explained that the Partners view was that they needed to introduce a new way of managing patient demand for same day appointments, reducing the 8.00am scramble and the pressure this places on the practice's limited receptionist resources. At the same time it was evident from the survey results that patients wished to have easier access to their preferred GP and more appointments to be available to book via the Internet and at Glazier's Lane surgeries.

For all these reasons the Practice proposed the way forward may be to recruit a Minor Illness Nurse who, working alongside a GP, would be responsible for managing the demand for all same day appointments. It was hoped that over time this would reduce the telephone queues at 8.00am, allow all of the other GPs' appointments to be pre booked and available via the Internet. The Partners thought that this system could work effectively and could possibly be supplemented later, if feasible and required, by a 'turn up and wait' surgery.

The outline of this proposal had been explored in the survey with positive results i.e. 95% of respondents would be happy to see a highly qualified nurse for certain ailments and 55% would be happy to see a triage system introduced. The patient comments received suggested that some reticence regarding triage may be attributable to a feeling that

it would be made more difficult to be seen. Any new way of working would need to provide reassurance this was not the purpose of the triage to address this concern.

The patient representatives voted unanimously via a show of hands in support of this outline proposal.

Deborah then asked the group to provide more specific feedback on how they felt the proposal should

- a) Be communicated to patients and
- b) Work in practice

Communication Methods

The group appeared unanimous that the key to success was in good communication and the following means of reaching patients were suggested:-

- Website
- Newsletter
- Emails (where email addresses held)
- SMS text messages to signpost the other places information could be viewed
- Sandwich boards outside practices, again to signpost the fuller communications
- Attachment to scripts
- Handouts at reception desks
- Insert or copy in Parish, Fairlands and Normandy magazines
- Inserts in local papers
- Recorded message on inbound telephone lines
- Parish Council noticeboards

There was also agreement that the communication needed to be in simple Plain English and all attendees kindly agreed to provide feedback on the drafted texts in due course.

Communication Content

The group provided the Practice with the following direction

The experience and qualification of the nurse needed to be clearly laid out and especially the ability of the nurse to prescribe.

'Minor Illness Nurse' is NOT a good name for the new nurse recruit and all felt 'Nurse Practitioner ' conveyed a better sense of the nurse's seniority and skills.

Communication needed to stress that a GP is still available and will see more complex or serious illnesses

Communications also needed to stress that people who need to be seen on the same day will be seen.

NHS 111 also needs to be positively promoted

How the system should work

The telephone system will be changed to ask patients to choose between 'Need to be seen today' and 'Wish to book an appointment for another day'.

There was considerable debate regarding how the nurse's day should be organised in practice to meet demand. There were valid concerns raised regarding the nurse's capacity to meet the 8.00am rush and this will largely dictate whether telephone calls will be directed via Reception or directly to the nurse for triage. Dr Norris provided all attendees with some data regarding the number of appointments currently offered however the Practice acknowledged that it needs to do more work to try and quantify the likely same day demand particularly in the period until a new system settles down. A half and half system was also considered i.e. nurse undertakes triage and then has a number of booked slots which they and/or the receptionists can use. The Practice will also need to finalise its plans for covering the system during the absence of the nurse due to holiday, training or illness.

The nurse would also be supported by a number of bookable daily appointments with the Rowlands pharmacist in his own private consulting room dealing with medication queries and minor ailments that could be resolved with over the counter remedies.

The new system proposed would only operate from Fairlands Surgery site and Deborah explained that the Practice recognised the need to tweak the Glaziers Lane GP surgery timetables to ensure that they could accommodate same day demand from patients who were unable to travel to Fairlands with an urgent problem.

Some patient representatives present also pointed out that the current reception team was very good and their skills should not be lost in a new way of working. If receptionists are going to be included in the triage process then a recorded message and any communications need to make it clear the important role that they play and why they need to ask questions to help direct the patient's appointment request.

The ability to combine the Glaziers Lane and Fairlands phone system was discussed but unfortunately this is not possible in the short term without substantial capital investment in a system upgrade. Communication and IT links to Normandy are generally very slow and the Practice is hoping that Virgin's plans to upgrade broadband links in the area, as well as a new secure 'N3' (a special dedicated NHS Network) connection will assist the Glaziers Lane site in due course.

Other Matters

It was acknowledged that other issues had been raised during the latest survey and that immediate action could be taken to address some of these, e.g.

- To promote more widely the reception team's email address
- To continue to promote Internet booking to those who indicated they were unaware of this option
- To ensure all patients are aware that they may book appointments at either surgery location subject to explanation about the legal constraints on dispensing at Normandy for qualifying patients only (based on home address)
- There is evidently demand for an education event for patients with a chronic disease eg diabetes and this will be followed up separately to the new appointment system explored above
- Frank Clement-Lorford represents Fairlands Practice at meetings where wider healthcare and hospital services are discussed and agreed and he would like to ask the group for feedback on these issues from time to time. All agreed that they were happy to share their email addresses with Frank for this purpose. Deborah will confirm these to Frank in early course

Agreed Next steps

Fairlands will:-

1. Recruit a nurse practitioner and adopt a new system for managing same day demand
2. Review telephone demand at 8.00am and finalise how the new system might work
3. Draft explanations about the new system and issue to the patient group for feedback before issue
4. Issue patient communications through the media agreed
5. Implement the new system- hopefully within 3-4 months
6. Deborah Slade will arrange another patient meeting thereafter to review progress of the new system. This meeting may also re-consider a turn up and wait system as some patient group members indicated that they felt this worked well at other locations.